



*Washington State Department of*  
***Information Services***

**DEPARTMENT OF INFORMATION SERVICES**

# **AFFIRMATIVE ACTION PLAN**

**June 5, 2007**

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## **Introduction**

Governor Gregoire and her administration are committed to moving Washington forward – delivering leadership and services that help Washington citizens achieve an outstanding quality of life and compete effectively in the global economy of the 21st century. Technology and leadership provided by the Department of Information Services (DIS) enables governments and schools to deliver outstanding services that move Washington forward.

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative enterprise services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board.

We have developed our mission, vision, and goals with an enterprise-wide view.

*The enterprise approach means leading agencies to common solutions for their information technology needs. The more agencies use a common provider, the more economical the service becomes for the state...more economical means agencies will ultimately be able to direct more of their funding to direct program services they provide to taxpayers. The enterprise approach also means making wise technology choices that will serve the state well in the long-run. As we lead the enterprise, we need to make judgments that will stand the test of time and prepare our state well for using technology to improve our performance.*

--Gary Robinson, DIS Director

### **Mission**

Deliver quality information technology products and services to customers through proactive and timely technology leadership.

### **Vision**

DIS is the trusted technology leader.

### **Goals**

Provide innovative technology leadership.

Provide quality, reliable, cost-effective, enterprise-based IT services.

Implement successful DIS and state IT projects and infrastructure.

Promote a valued and satisfied workforce.

Ensure financial sustainability.

Provide quality and reliable internal support services.

### **Our core ideology**

Four values form the cornerstones of our core ideology.

1. **Ethics and integrity**

We are committed to the highest standards of ethics and integrity.

2. **Innovation**

Innovation is our tool of choice for addressing change and meeting customer needs.

3. **Valued employees**

Our employees are our most valued assets and their well-being is crucial to our success.

#### **4. Customer service**

We are customer-driven, and committed to providing world-class customer service.

Division Assistant Directors will ensure that their managers and supervisors are aware of their responsibilities for implementing the affirmative action plan goals and objectives when recruiting, hiring, promoting, training, and terminations.

The affirmative action plan will be available for all DIS employees to view on the agency's intranet. A notification will be sent out to all DIS employees making them aware that the plan has been updated and posted.

Questions relating to this plan may be directed to Starleen Parsons at (360) 902-3538 or at the following mailing address:

Department of Information Services

Human Resource Office

1110 Jefferson Street SE

Olympia, WA 98504

## **Affirmative Action/Equal Opportunity Policy Statement**

The Department of Information Services (DIS) is committed to providing equal employment opportunity and equal access in a non-discriminatory manner to its programs and services for all persons without regard to race, creed, color, marital status, gender, sexual orientation, religion, age, national origin, political affiliation, special disabled veteran status, Vietnam-era veteran status, or the presence of any sensory, mental, or physical disability.

DIS attempts to eliminate barriers to equal employment opportunities encountered by protected group members, and to improve employment opportunities available to under-utilized groups through an affirmative action program; and through policies affecting recruitment, hiring, career development, training, promotion, transfer, retention, reclassification, corrective and disciplinary actions, reversion, termination, and non-permanent appointments.

DIS will periodically offer training to managers and supervisors in workforce diversity and affirmative action. DIS managers and supervisors are encouraged to support the goals set forth in the affirmative action plan. DIS services and programs, including recruitment and career development programs, are provided in a fair and impartial manner.

## **Discrimination Complaint Procedure**

The Department of Information Services (DIS) is committed to providing an environment that is free of discrimination. DIS provides equal access to its programs and services for all persons without regard to race, creed, color, marital status, gender, sexual orientation, religion, age, national origin, political affiliation, special disabled veteran status, Vietnam-era veteran status, or the presence of any sensory, mental, or physical disability.

DIS expects employees to maintain a work environment in which people are treated with dignity, decency, and respect. DIS prohibits employees from engaging in any form of racial, religious, or sexual harassment including, but not limited to jokes, slurs, and innuendoes. These types of behaviors may be grounds for corrective or disciplinary action up to and including dismissal. The work environment at DIS should be characterized by mutual trust and the absence of intimidation, oppression, and exploitation. Employees should be able to work and learn in a safe environment. The accomplishment of this goal is essential to the mission of DIS.

### **Discrimination Reporting Procedures**

<b>Action by:</b>	<b>Action:</b>
Employee	<p>Informs the offender that the behavior is unwelcome and objectionable; and requests that it stop.</p> <p>Immediately reports alleged harassment to supervisor and Human Resource Office (HR). If supervisor is the subject of complaint, or employee is uncomfortable reporting harassment to the supervisor, notifies the HRO.</p>
Supervisor	<p>Immediately contacts the HRO upon learning of, observing harassment within the work unit, or upon receiving an alleged harassment complaint.</p> <p>Maintains and provides written documentation regarding alleged harassment complaints to the HRO.</p> <p>Initiates disciplinary action as necessary in consultation with the Appointing Authority and HRO.</p>
Human Resource Office	<p>Informs employees of their rights to file complaints and how the investigation will be conducted, including confidentiality.</p> <p>Conducts a timely, thorough, and impartial investigation with assistance from the supervisor.</p> <p>Provides training and education to prevent harassment.</p> <p>Retains records of harassment complaints.</p> <p>Prohibits retaliation against employees who filed harassment complaints or assisted in the investigation of a complaint.</p>

## **Harassment Free Work Environment Policy Statement**

The Department of Information Services (DIS) will not tolerate harassment, including sexual harassment. DIS is committed to providing a workplace that is free of harassment based on race, creed, color, marital status, gender, sexual orientation, religion, age, national origin, political affiliation, special disabled veteran status, Vietnam-era veteran status, or the presence of any real or perceived sensory, mental, or physical disability. This policy identifies behaviors that are prohibited and inconsistent with a safe, harassment-free work environment; and establishes a process for the timely reporting, investigation, and resolution of complaints related to harassment in the workplace.

DIS prohibits behaviors that are inconsistent with a safe, harassment-free work environment. The following are prohibited acts regarding a person's race, creed, color, religion, national origin, sex, special disabled veteran status, Vietnam-era veteran status, disability, age 40 or over, sexual orientation, or marital status.

1. Verbal – Inappropriate, unwarranted and/or unwelcome comments, sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats, requests for any type of sexual favor (this includes repeated, unwelcome requests for dates) and verbal abuse or “kidding” which is sexually oriented.
2. Non-verbal – Distribution or display of any written or graphic material that ridicules, denigrates, insults, belittles, or shows hostility or aversion toward an individual or group. The distribution or display of any written or graphic material that is sexual in nature, including calendars, posters, and cartoons that are sexually suggestive, or shows hostility toward an individual or group because of sex; suggestive or insulting sounds, leering, staring, whistling, obscene gestures, or sexual content in letters and notes, facsimiles and e-mail, that is sexual in nature.
3. Physical – Unwelcome, unwanted physical contact, including but not limited to touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, forced sexual intercourse, or assault.

Reports of harassment should be submitted in accordance with the agency's Harassment Free Work Environment policy.

## Reasonable Accommodation Policy Statement

The purpose of this policy is to affirm the Department of Information Services' (DIS) commitment to reasonable accommodation programs and facilities for persons of disability. This policy also protects individuals against discrimination because of a disability.

DIS seeks employment-related reasonable accommodation for known disabilities for employees and potential employees. DIS recruits, hires, trains, promotes, and transfers individuals who can perform the essential job duties with reasonable accommodation without regard to sensory, mental, or physical disability. This policy, along with any pertinent procedure(s), state and federal laws, acts or statutes, and [Chapter 357-26 WAC](#) will guide employment related reasonable accommodations.

An employee who believes that he or she suffers a disability and requires a reasonable accommodation to perform the essential functions of his or her position may request such an accommodation by submitting a request to DIS. DIS will determine whether an employee is eligible for reasonable accommodation, including the final form of any accommodation to be provided. DIS will attempt to accommodate the employee in his or her current position prior to looking at accommodations in alternative vacant positions.

Each employee who requests reasonable accommodation, must be provided access to the DIS reasonable accommodation procedure in an accessible format; DIS employees who request reasonable accommodation must be notified in writing that in the event he or she cannot be accommodated in his or her current position, and placement in an alternative vacant position is not possible, the appointing authority may initiate a disability-separation ([WAC 357-26](#)).

**"Person with a disability"** means a person that proves he or she has/had a sensory, mental, or physical abnormality and such abnormality has/had a substantially limiting effect upon the individual's ability to perform his or her job. An employee can show that he or she has/had a sensory, mental, or physical abnormality, by showing that he or she has a condition that is medically cognizable or diagnosable, or exists as a record in history.

**"Reasonable accommodation"** means an arrangement, accommodation in application procedures, testing, and the interview process; or modifications or adjustments to a job, work method, or work environment that make it possible for a qualified person with a disability to perform the essential functions of a position, or enjoy the benefits and privileges of employment equal to employees without a disability ([WAC 357-26](#)).

Accommodations may include, but are not limited to:

1. Changes in work schedules or job structure.
2. Physical changes or office relocation to make facilities accessible and usable.
3. The use of readers, sign language interpreters, Braille, large print, assistive technology, or other aids.

Employees requesting accommodation must cooperate with DIS in discussing the need for and possible form of any accommodation. DIS may require supporting medical documentation and may require the employee to obtain a second medical opinion at DIS expense. Medical information disclosed to DIS will be kept confidential. DIS may immediately separate an employee when DIS has medical documentation of the employee's disability and has determined that the employee cannot be reasonably accommodated in any available position, or when the employee requests separation due to the disability.



Not all possible accommodations are reasonable. To determine reasonableness, DIS may consult with the [Department of Social and Health Services' Division of Vocational Rehabilitation](#), [Department of Services for the Blind](#), [Human Rights Commission](#), [Department of Labor & Industries](#)' Division of Developmental Disabilities and/or the licensed health care provider(s) of the person of disability. The following criteria help determine if an accommodation is reasonable:

1. Cost of providing the accommodation in relation to the expected benefit.
2. The extent of general use of the accommodation (use by non-disabled persons).
3. Useful life of the accommodation.
4. The accommodation's impact on work productivity.

Requests for reasonable accommodation should be submitted in accordance with the agency's Reasonable Accommodation policy.

## **Utilization Challenge Identification**

In reviewing our workforce data, DIS has identified possible areas where Native Americans are underutilized in the officials and administrators job group, Females in the professional's job group and African Americans and Hispanics in the miscellaneous job group. The EEO categories that fall into the miscellaneous job group are; technicians, office and clerical, craft workers, service workers, and para-professionals.

DIS will make every good faith effort to increase the candidate pool for these affected job group members by using the multiple strategies outlined below.

## **Strategies to Meet Goals**

### **❖ Recruitment**

DIS will increase recruitment efforts while placing particular emphasis on Females, Native Americans, African Americans, and Hispanics by reaching out to professional organizations and associations focusing on such underrepresented individuals. In addition, DIS will maintain ongoing contact as a means of building relationships and networking.

DIS has a large job group of IT professionals and has experienced challenges in the current market where there is a high demand for similar positions. DIS will continue to work with Department of Personnel (DOP) on strategies for recruiting and outreach to diversify our workforce within the competitive market for IT professionals.

To further focus our efforts, DIS will target diversity driven job sites when posting announcements.

Some examples will include:

- Washington State Diversity Network (Listserv)
- [www.diversitycareers.com](http://www.diversitycareers.com)
- [www.IMdiversity.com](http://www.IMdiversity.com)
- [www.nativeamericanjobs.com](http://www.nativeamericanjobs.com)
- [www.nativejobs.com](http://www.nativejobs.com)
- [www.jobster.com](http://www.jobster.com)
- E-recruiting on [Careers.wa.gov](http://Careers.wa.gov)
- Newspapers
- On-line job boards
- Associations and professional journals
- Military websites
- Job Fairs
- [www.workforceexplorer.com](http://www.workforceexplorer.com)

DIS will continue our involvement with Universities and Colleges while attending job fairs to include a diverse audience, and by posting job openings where applicable at career centers.

DIS will strive to hire the most qualified candidates from a diverse pool of applicants while ensuring the goals be met for those job groups that are underutilized.

### ❖ **Training and Development**

DIS offers extensive opportunities for career growth and personal development. A large variety of workshops, seminars, and other training opportunities are offered each year to build employee skills and develop management potential. Promotional opportunities provide further avenues for personal and career growth.

DIS continues to maintain a tuition reimbursement policy available to all permanent employees. Tuition reimbursement will continue to be a valuable tool for employees to gain the skill set and qualifications needed to advance within the agency.

### ❖ **Human Resource Office Involvement**

Provide training on the hiring process to supervisors and managers in each division at DIS including a review of the Affirmative Action Plan.

Human Resource recruitment meetings with managers will include discussions around the Affirmative Action Plan; for example, what are the goals and areas of focus.

Continue to communicate the Department's commitment to equal employment opportunity when recruiting for job openings.

Continue to utilize the diversity resources available through DOP.

Monitor the progress in meeting the Affirmative Action Plan goals.

### ❖ **Marketing**

DIS is developing marketing strategies and tools in order to gain exposure in the community. The Human Resource Office is working closely with the Communications Division team to develop creative marketing tools.

### **In-Training Opportunities**

DIS offers In-Training opportunities where employees are able to work in a position and train for a specific period of time to promote into a higher level position.

## TOTAL WORKFORCE

Year	Total	Women		Total POC*		African American		Hispanic		Asian Pacific Islander		Native American		Persons with Disability		Disabled Veteran		Vietnam Veteran		40 & Over	
	#	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
	417	171	41.0	76	18.2	12	2.9	16	3.8	40	9.6	8	1.9	9	2	0	0	37	9	331	79

### Job Group 1 Officials and Administrators

	Total	Women	Total POC*	African American	Hispanic	Asian Pacific Islander	Native American	Persons with Disability	Disabled Veteran	Vietnam Veteran	40 & Over
Current Utilization #	65	28	12	3	4	4	1				
Current Utilization %		43.1	18.5	4.6	6.2	6.2	1.5				
Availability %		42.0	12.6	2.8	3.1	3.9	2.7				
Goals Set (Y/N)							2.7				

### Job Group 2 Professionals

	Total	Women	Total POC*	African American	Hispanic	Asian Pacific Islander	Native American	Persons with Disability	Disabled Veteran	Vietnam Veteran	40 & Over
Current Utilization #	290	103	48	9	11	23	5				
Current Utilization %		35.5	16.6	3.1	3.8	7.9	1.7				
Availability %		53.2	11.6	2.1	2.7	5.2	1.6				
Goals Set (Y/N)		53.2									

### Job Group 3 Miscellaneous

	Total	Women	Total POC*	African American	Hispanic	Asian Pacific Islander	Native American	Persons with Disability	Disabled Veteran	Vietnam Veteran	40 & Over
Current Utilization #	62	40	16	0	1	13	2				
Current Utilization %		64.5	25.8	0	1.6	21.0	3.2				
Availability %		61.1	12.8	2.6	3.5	4.8	1.9				
Goals Set (Y/N)				2.6	3.5						

## TOTAL WORKFORCE

	Number	Percentage
Women	171	41.0%
Total Minority	76	18.2%
African American	12	2.9%
Hispanic	16	3.8%
Asian Pacific Islander	40	9.6%
Native American	8	1.9%
TOTAL*	417	

### JOB GROUP 1:

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	Number	Percentage
Women	28	43.1%
Total Minority	12	18.5%
African American	3	4.6%
Hispanic	4	6.2%
Asian Pacific Islander	4	6.2%
Native American	1	1.5%
TOTAL*	65	

### JOB GROUP 2:

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	Number	Percentage
Women	103	35.5%
Total Minority	48	16.6%
African American	9	3.1%
Hispanic	11	3.8%
Asian Pacific Islander	23	7.9%
Native American	5	1.7%
TOTAL *	290	

### JOB GROUP 3:

---

	Number	Percentage
Women	40	64.5%
Total Minority	16	25.8%
African American	0	0.0%
Hispanic	1	1.6%
Asian Pacific Islander	13	21.0%
Native American	2	3.2%
TOTAL*	62	

## WORKSHEET "B"

Use this worksheet for:

Job Group(s) \_\_\_\_\_

Feeder Group(s) \_\_\_\_\_

(Place "X" to select above)

Instructions: Enter whole

number and percentage  
will be computed for you.  
See page 9 of GOOD  
NEWS booklet for further  
instructions.

NOTE: Data for "Total  
Workforce" (top box) must  
be inserted. This form  
does not add the Job  
Groups together.

\*TOTALs do not reflect a  
summation of the column.  
The TOTAL must include  
all in the Job Group - not  
just the affected groups.  
**You must insert Totals.**

**QUICK FIND TABLES**  
**CIVILIAN LABOR FORCE AVAILABILITIES**

	<b>Women</b>	<b>Total Minority</b>	<b>Black</b>	<b>Latino</b>	<b>Asian/Pacific Islander</b>	<b>Native American</b>	<b>Pers w/ Disability</b>
<b>Thurston County</b>	<b>48.6</b>	<b>14.9</b>	<b>2.6</b>	<b>4.1</b>	<b>5.7</b>	<b>2.5</b>	<b>8.1</b>
Officials & Administrators	42.0	12.6	2.8	3.1	3.9	2.7	7.2
Professionals	53.2	11.6	2.1	2.7	5.2	1.6	7.7
Technicians	56.2	10.2	2.4	2.8	3.5	1.4	6.0
Protective Service Workers	21.4	16.2	4.8	5.0	1.0	5.4	5.5
Administrative Support*	70.7	14.3	2.6	3.8	5.8	2.1	8.2
Skilled Craft	5.1	11.8	1.5	4.3	3.1	2.8	6.1
Service Maintenance	43.7	20.7	3.2	6.0	8.5	3.1	10.0

*\*Consolidation of Paraprofessional and Office & Clerical categories*